Pharmacy Reengineering (PRE) Inbound ePrescribing (IEP) 5.0 User Guide



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Revision History

Date	Version	Description	Author
11/01/2021	5.0	PSO*7.0*617: Updated all screen captures with the latest versions Included changes related to Controlled Substance and Controlled Substance eRx processing Updated Title page, Revision History, and Footers	Liberty ITS
10/20/20 4.0		PSO_7_0_p581_UM updated: • Updated all screen shots with the latest versions • Added paragraph numbers to all paragraphs • Updated terminology throughout to comply with NCPDP 2017071 standards • Added "Prohibit Renewal Request" functionality details under Unit 3 • Added New unit for RxChange Requests and Responses - Unit 5 • Moved CancelRx Requests and Responses under Unit 6 • Added RxRenewal Response – Replace Type under Unit 5 • Added Note for RxVerify functionality under Unit 3 • Added Note for Reject functional under Unit 3	Technatomy
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05/07/2019	2.6	Updated document for the following: • Standardized images throughout document • Clarified patient DOB format under Table 3 • Added Note to replace text "Dispense Notes" with "Substitutions" under Track/Audit Details screen in Section 5 Inbound/Outbound Message Detail	Technatomy

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Added Note to indicate the change of screen/page title from "Users" to "User Management" in section 2.2.5 User Management Included description for ERX LOOK-BACK DAYS display on the Holding Queue's Traditional View and Patient Centric Views in section in section 3.5.1.2.1. Non-Actionable records are those that are in the Holding Queue but are not displayed in the List View. All records acknowledged, removed, rejected, processed/completed and auto-canceled are non-actionable. Non-Actionable records further include: RxRenewal Request RxRenewal Response — Approved RxRenewal Response — Approved with Changes (change to drug data only) RxChange Request CancelRx Response Inbound Errors related to CancelRx Responses Inbound Errors related to CancelRx Responses Inbound Errors related to CancelRx Responses For additional information on Actionable and Non-Actionable eRx Status Codes, refer to the tables in Rx Default Loopback Days Replaced column label "LAST USER" with "LOCKED BY" and updated the description under Table 9 Added the information for LOCKED BY column in section 3.5.2 Patient Centric View Replaced Figure 3-14, Figure 3-16, Figure 3-55, Figure 3-55, Figure 3-56, Figure 3-57, Figure 3-55, Figure 3-56, Figure 3-57, Figure 3-55, Figure 3-56, Figure 3-57, Figure 3-58, Figure 3-56, Figure 3-57, Figure 3-58, Figure 3-56, Figure 3-57, Figure 3-58, Figure 3-56, Figure 3-57, Figure 3-59, Figure 3-60, Figure 3-60, Figure 3-70, Figure 3-70, Figure 3-80, Figur
List Qualifier" and replace, "DAW Code" with "Substitutions" in section 3.13 Complete Orders from OERR and Patient Prescription Processing • Added Note describing eRx Date, Date Written, Issue

Date	Version	Description	Author
11/09/2018	2.5	 Updated per HPS Review pgs. 55, 57, 87, 88, 90, 92, 194, and 195. Updated Cover page to month of November (pg. i) (TWR, 508 accessibility checks, document is compliant) 	Technatomy
10/24/2018	2.4	Update TOC – Remove Graphic and reran TOC	Technatomy
08/27/2018	2.3	Technical Writer Review and 508 accessibility checks	Technatomy
08/01/2018	2.2	Updated screenshots and added R _x Renewal Requests and Responses and CancelR _x Requests and Responses sections	Liberty ITS
07/28/2018	2.1	Updated screenshots and added 30-day Lookback	Technatomy
4/12/2018	2.0	Updated screenshots to include 2.1 changes	Liberty ITS
11/15/2017	1.0	Baseline release: • Updated Table of Figures • Updates based on feedback from HPS • Updated screenshots and verbiage throughout the document, formatting, and sections Inbound ePrescribing Workflow and Summary/Details screen, Pharmacy Management section • Updates made based on changes made during SureScripts Certification and IOC Production Testing	Technatomy

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5.5 RxChange Response Message Details View

When the user selects the RxChange Response from the eR_X Holding Queue, the RxChange Response details display in the Message Details View. It displays the content of the RxChange Response, along with the relation to the RxChange Request message, and the original NewRx message.

5.5.1 Fillable RxChange Responses

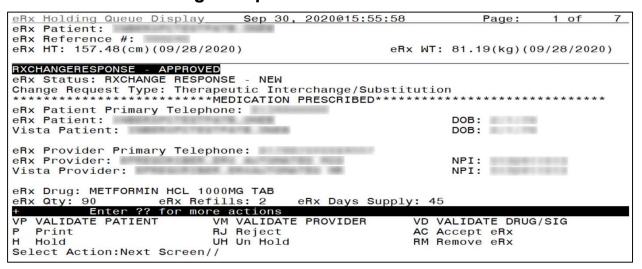


Figure 5.5-1: Response Message Details – Approved (D, G, T, S and OS Request Types)

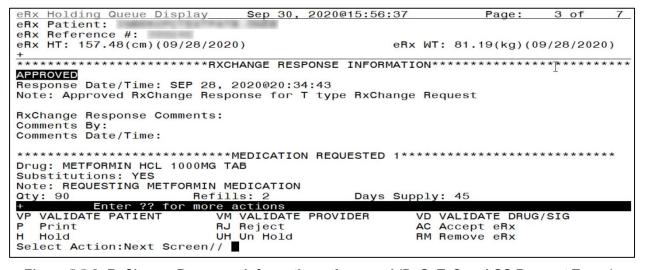


Figure 5.5-2: RxChange Response Information – Approved (D, G, T, S and OS Request Types)

```
Sep 30, 2020@16:02:12
eRx Holding Queue Display
eRx Patient:
eRx Reference #:
eRx HT: 177.8(cm)(04/20/2020)
                                            eRx WT: 90.26(kg)(04/20/2020)
RXCHANGERESPONSE - APPROVED WITH CHANGES
eRx Patient Primary Telephone:
                                                    DOB:
DOB: N/A
eRx Patient:
Vista Patient: NOT LINKED
eRx Provider Primary Telephone:
eRx Provider:
Vista Provider:
                                                     NPI:
eRx Drug: predniSONE 1 MG Oral Tablet
eRx Qty: 60 eRx Refills: 5

Enter ?? for more actions
                                  eRx Days Supply: 30
  VALIDATE PATIENT
                        VM VALIDATE PROVIDER
                                                VD (VALIDATE DRUG/SIG)
                        RJ Reject
  Print
                                                AC Accept eRx
H Hold
                        UH Un Hold
                                                RM Remove eRx
Select Action: Next Screen//
```

Figure 5.5-3: RxChange Response Message Details – AwC (D, G, T, S and OS Request Types)

```
eRx Holding Queue Display
                           Sep 30, 2020@16:03:08
                                                                4 of
                                                        Page:
eRx Patient:
eRx Reference #:
eRx HT: 177.8(cm)(04/20/2020)
                                            eRx WT: 90.26(kg)(04/20/2020)
APPROVED WITH CHANGES
Response Date/Time: JUL 24, 2020@16:14:33
Note: ApprovedWithChanges RxChange Response for S type RxChange Request
RxChange Response Comments:
Comments By:
Comments Date/Time:
                 ********MEDICATION REQUESTED 1*******************
Drug: predniSONE 1 MG Oral Tablet
Substitutions: NO
Note: Testing AL for AWC
                     Refills:
                                        Days Supply: 10
Qty:
       Enter ?? for more actions
  VALIDATE PATIENT
                        VM VALIDATE PROVIDER
                                                  (VALIDATE DRUG/SIG)
  Print
                        RJ Reject
                                                AC Accept eRx
  Hold
                        UH_Un Hold
                                               RM Remove eRx
Select Action:Next Screen//
```

Figure 5.5-4: RxChange Response Information – AwC (D, G, T, S and OS Request Types)

eRx Holding Queue Display eRx Patient:	Sep 01, 2021@13:09	9:14	Page:	1 of	5
eRx Reference #:					
eRx HT: 167.64(cm)(10/05/2020)		eRx WT: 64	86(kg)(10	(05/2020)	
RXCHANGERESPONSE - VALIDATED			EPCS DI	EA VALIDAT	ΤED
eRx Status: RXCHANGE RESPONSE	- PRESCRIBER AUTH	- NEW			
Change Request Type: Prescribe					
Change Request Sub Type: Preso			In REMS		
**************************************	CATION PRESCRIBED	*****	****	*****	
eRx Patient Primary Telephone:					
eRx Patient:		DO	DB:		
Vista Patient: NOT LINKED		DO	DB:		
eRx Provider Primary Telephone	e:				
eRx Provider:					
	DEA#:	NE	PI:		
Vista Provider: NOT LINKED					
	DEA#:	NE	PI:		

Figure 5.5-5: RxChange Response Message Details - Validated (U Request Type)

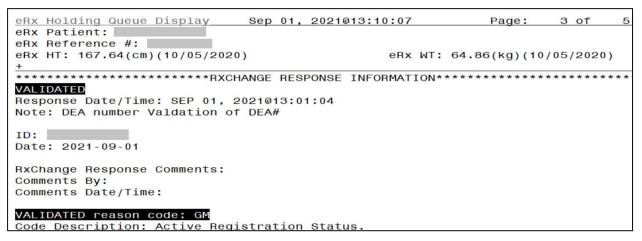


Figure 5.5-6: RxChange Response Information – Validated (U Request Type)

NOTE: When Prohibit Renewal Request flag is sent on an original NewRx, it is carried forward into the subsequent fillable RxChange Response and is displayed in the Message Details View. It is not displayed for a non-fillable RxChange Response.

5.5.2 Non-fillable RxChange Responses

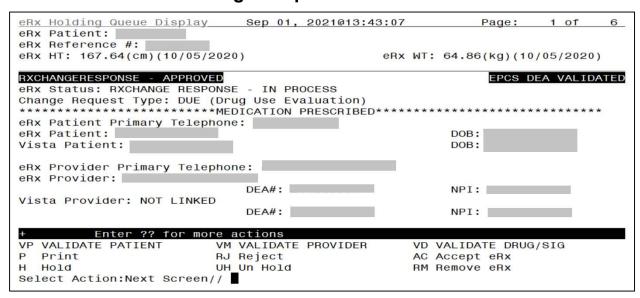


Figure 5.5-7: RxChange Response Message Details – Approved (P Request Type)

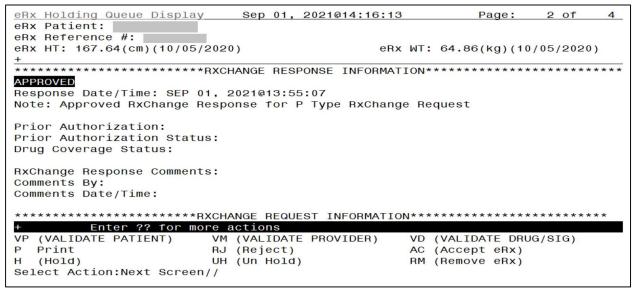


Figure 5.5-8: RxChange Response Information – Approved (P Request Type)

eRx Holding Queue Display eRx Patient: eRx Reference #: eRx HT: 167.64(cm)(10/05/20)	Sep 01, 2021@13:5	1 Page: 1 of 4 eRx WT: 64.86(kg)(10/05/2020)
RXCHANGERESPONSE - DENIED eRx Status: RXCHANGE RESPON Change Request Type: Prior **********************************	Authorization Requir EDICATION PRESCRIBED	
eRx Patient Primary Telepho eRx Patient: Vista Patient: NOT LINKED		DOB: DOB:
eRx Provider Primary TelepheRx Provider: Vista Provider: NOT LINKED	DEA#:	NPI:
P Print R	actions M (VALIDATE PROVIDER J (Reject) H (Un Hold)) VD (VALIDATE DRUG/SIG) AC (Accept eRx) RM (Remove eRx)

Figure 5.5-9: RxChange Response Message Details – Denied (All Request Types)

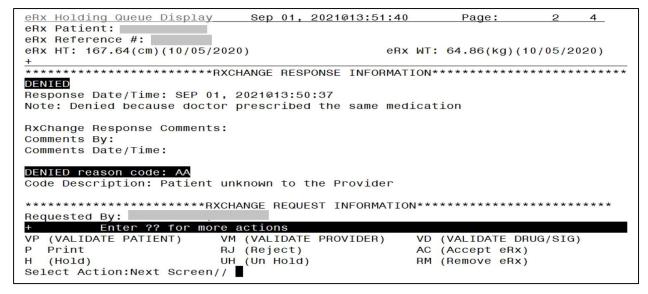


Figure 5.5-10: RxChange Response Information – Denied (All Request Types)

For all types of change responses, the Message History section links the RxChange Request Reference Number to the RxRenewal Response and to the Original NewRx message.

```
eRx Holding Queue Display
                        Oct 01, 2020@13:54:03
                                                        3 of
eRx Patient:
eRx HT: 157.48(cm)(09/28/2020)
                                       eRx WT: 81.19(kg)(09/28/2020)
Code Description: Medication never prescribed for the patient
Requested By:
Request Date/Time: SEP 28, 2020@20:06:44
RxChange Request Comments:
Comments By:
Comments Date/Time:
Request Reference #:
New eRx Reference #:
Response eRx Reference #:
  Enter ?? for more actions
(VALIDATE PATIENT) VM (VALIDATE)
                    VM (VALIDATE PROVIDER)
                                            (VALIDATE DRUG/SIG)
 Print
                       (Reject)
                                          AC (Accept eRx)
                                          RM (Remove eRx)
  (Hold)
                    UH (Un Hold)
Select Action:Quit//
```

Figure 5.5-11: RxChange Request Information and Message History

5.6 RxChange Response Process

5.6.1 Fillable RxChange Response Process

The following RxChange Response types have the same workflow in VistA Holding Queue.

- RxChange Response Message Approved response type for request types, D, T, G, S and OS
- RxChange Response Message Approved with Changes (AwC) response type for request types, D, T, G, S and OS
- RxChange Response Message Validated response type for request type U

The fillable change responses display in the Holding Queue List View screen as an actionable entries. They can also be found using <**MV**> Message View or <**SR**> Search.

The statuses of the RxChange Response Message – Approved and AwC response types for request types, D, T, G, S and OS, are CXN (RxChange Response - New). The status of the RxChange Response Message – Validated is CXV (RxChange Response – Prescriber Auth - New).

When a fillable change response is received, the original is canceled in the Holding Queue and discontinued in Outpatient Pharmacy (if exists), and the change response is to be treated exactly the same way as a NewRx wherein the pharmacy user would exercise actions such as **VP>**, **VM>**, **VD>** and so on.

NOTE: The workflow of a fillable change response is very similar to that of a NewRx record. For complete details about how to process a NewRx record, refer to section 3.3.1 NewRx

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Message in User Manual Unit 3 Part 1 (PSO_7_0_P617_UM_31) available on the Veteran's Documentation Library (VDL).

For the sake of training, a full life cycle of fillable Approved RxChange Response will be discussed further.

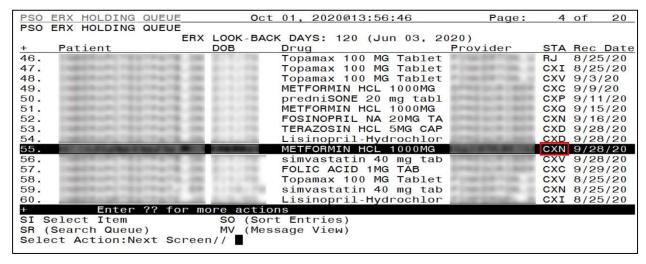


Figure 5.6-1: CXN Status in Holding Queue List View

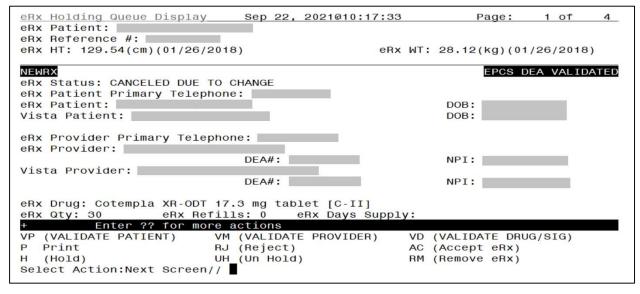


Figure 5.6-2: Original eRx record auto-canceled in Holding Queue

The RxChange Response details displays the RxChange Response Message type.

```
Oct 01, 2020@14:07:31
eRx Holding Queue Display
                                                         Page:
                                                                 1 of
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm)(09/28/2020)
                                              eRx WT: 81.19(kg)(09/28/2020)
RXCHANGERESPONSE - APPROVED
eRx Status: RXCHANGE RESPONSE
eRx Patient Primary Telephone:
eRx Patient:
                                                     DOB:
Vista Patient:
                                                     DOB:
eRx Provider Primary Telephone:
eRx Provider:
                                                     NPI:
Vista Provider:
eRx Drug: METFORMIN HCL 1000MG TAB
eRx Qty: 90 eRx Refills: 2
+ Enter ?? for more actions
                                  eRx Days Supply: 45
  VALIDATE PATIENT
                                                 VD VALIDATE DRUG/SIG
                        VM VALIDATE PROVIDER
                        RJ Reject
                                                AC Accept eRx
RM Remove eRx
  Print
  Hold
                        UH Un Hold
Select Action:Next Screen//
```

Figure 5.6-3: RxChange Response - Approved (fillable) Details Screen

As the user continues to scroll, the RxChange Response Information section indicates the RxChange Response Message type is Replace.

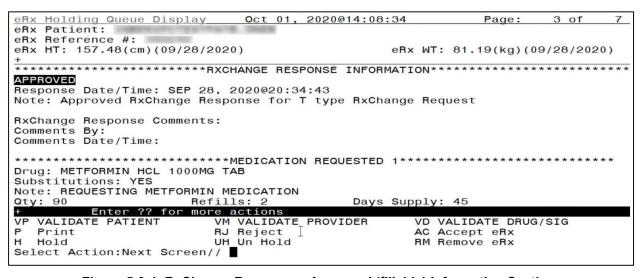


Figure 5.6-4: RxChange Response - Approved (fillable) Information Section

When a user takes any action on the CXN/CXV record in the Holding Queue, the status of the record changes to CXI, which indicates that the record is in process.

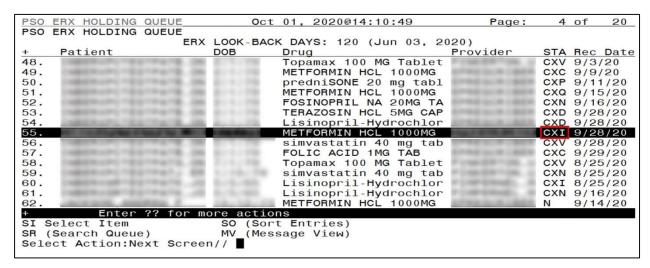


Figure 5.6-5: CXI Status in the Holding Queue

The user may select the record to view the fillable RxChange Response Details screen.

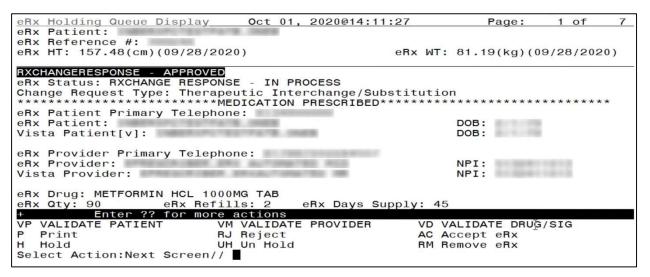


Figure 5.6-6: CXI - Summary/Details screen

When the user completes accepting the validation of Patient, Provider and Drug on the fillable change response, the status changes to CXW, indicating that the record is now in waiting status.

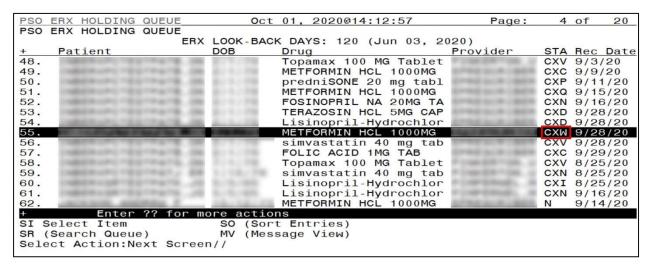


Figure 5.6-7: CXW Status in the Holding Queue

The user may select the record to view the RxChange Response Details screen.

```
eRx Holding Queue Display
                            Oct 01, 2020@14:13:24
                                                          Page:
                                                                    of
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm)(09/28/2020)
                                              eRx WT: 81.19(kg)(09/28/2020)
RXCHANGERESPONSE - APPROVED
eRx Status: RXCHANGE RESPONSE WAITING
eRx Patient Primary Telephone:
eRx Patient:
                                                      DOB:
Vista Patient[v]:
                                                      DOB:
eRx Provider Primary Telephone:
eRx Provider:
                                                      NPI:
Vista Provider[v]:
                                                      NPI:
eRx Drug: METFORMIN HCL 1000MG TAB
                  eRx Refills:
eRx Qty: 90
                                   eRx Days Supply: 45
         Enter ?? for more actions
   VALIDATE PATIENT
                           VALIDATE
                                                    VALIDATE DRUG/SIG
  Print
                        RJ Reject
                                                   Accept eRx
  Hold.
                        UH Un Hold
                                                 RM Remove eRx
Select Action:Next Screen// ■
```

Figure 5.6-8: CXW - Summary/Details screen

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When the user accepts the RxChange Response record using <**AC**>, the status of the record changes to "CXP" (RxChange Response Processed), and it is not displayed in the list view. It can be found using <**MV**> Message View or <**SR**> Search.

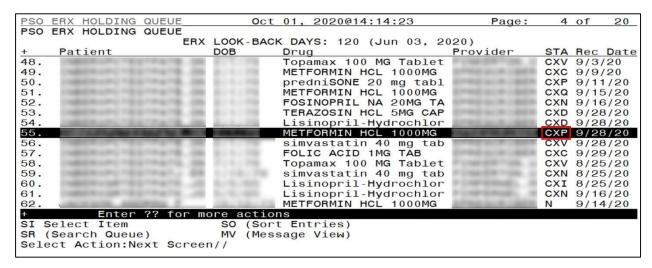


Figure 5.6-9: CXP Status in Holding Queue

On the Outpatient side, a pending line entry is added for the user to finish the RxChange Response.

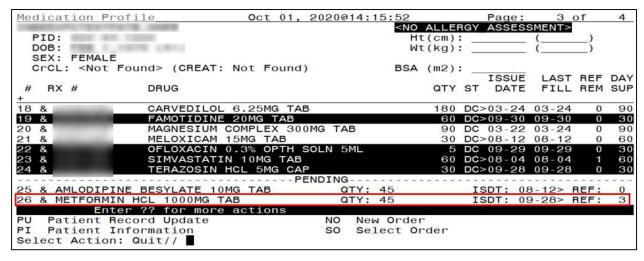


Figure 5.6-10: Medication Profile – Pending Line Entry

The user may select the pending line entry to finish the RxChange Response and accept it.

RxChange Response is now an active prescription, which displays in the Active section of the Medication Profile.

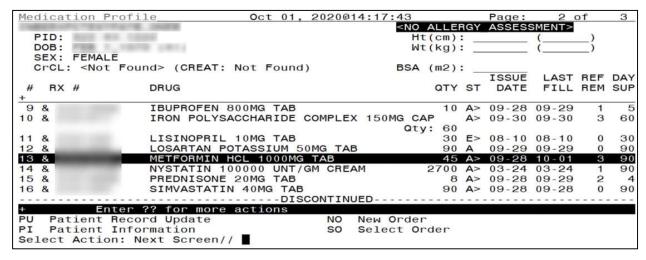


Figure 5.6-11: RxChange Response to an active R_x in Active Section of the Medication Profile

Once the RxChange Response becomes an active prescription, the status of the RxChange Response in the Holding Queue changes to CXC (RxChange Response Completed).

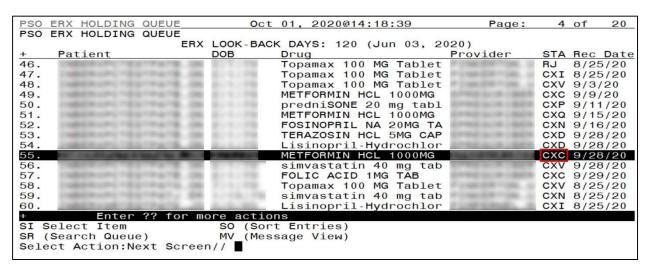


Figure 5.6-12: CXC Status in the Holding Queue

Select the record to view the RxChange Response details screen.

```
eRx Holding Queue Display
                              Oct 01, 2020@14:19:23
eRx Patient:
eRx Reference #:
eRx HT: 157.48(cm)(09/28/2020)
                                                 eRx WT: 81.19(kg)(09/28/2020)
RXCHANGERESPONSE - APPROVED
eRx Patient Primary Telephone:
eRx Patient:
                                                         DOB:
Vista Patient[v]:
                                                         DOB:
eRx Provider Primary Telephone:
eRx Provider:
                                                         NPI:
Vista Provider[v]:
eRx Drug: METFORMIN HCL 1000MG TAB
eRx Qty: 90 eRx Refills: 2
+ Enter ?? for more actions
                                     eRx Days Supply: 45
   (VALIDATE PATIENT)
                          VM (VALIDATE PROVIDER)
                                                       (VALIDATE DRUG/SIG)
                                                    VD
                          RJ (Reject)
                                                    AC (Accept eRx)
RM (Remove eRx)
  Print
                          UH (Un Hold)
   (Hold)
Select Action: Next Screen//
```

Figure 5.6-13: RxChange Response Details Screen

The status of the corresponding RxChange Request changes to CRC (RxChange Request Completed).

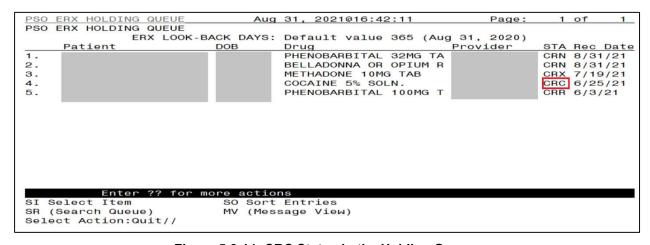


Figure 5.6-14: CRC Status in the Holding Queue

Select the record to view the RxChange Request details screen.

eRx Holding Queue Display	Aug 31, 2021@16:4	4:47	Page:	1 of 4
eRx Patient:				
eRx Reference #: eRx HT: 167.64(cm)(10/05/2020	0.)	eRx WT: 64.8	36(kg)(10	/05/2020)
potantial relicate an income about the contract of the relication	- 7		(3) (, ,
RXCHANGEREQUEST eRx Status: RXCHANGE REQUEST	COMPLETE			
Change Request Type: Therape		ostitution		
*******************************	DICATION PRESCRIBED		******	*****
eRx Patient Primary Telephone eRx Patient:	e:	DO		
Vista Patient: NOT LINKED		DO		
eRx Provider Primary TelephoreRx Provider:	ne:			
511X 7 7 5 7 2 4 5 7 1	DEA#:	NP:	I:	
Vista Provider: NOT LINKED	DEA#:	ND		
	DEA#:	NP:	I:	
+ Enter ?? for more a				
	(VALIDATE PROVIDER		IDATE DRU	G/SIG)
	(Reject) (Un Hold)		ept eRx) ove eRx)	
Select Action:Next Screen//	,			

Figure 5.6-15: RxChange Request Details Screen

The <VP>, <VM>, <VD>, <Hold>, <UnHold>, <RJ>, <RM>, and <AC> actions are in parentheses (), therefore the user cannot select these actions for this message type.

The status of a RxChange Request record transitions from CRN, CRR, CRP to CRC. For more information about RxChange Request status codes, refer to <u>Table 11: Holding Queue Status</u> <u>Codes & Descriptions for RxChange Request Message Types</u> in <u>Appendix B: Holding Queue Status Codes & Descriptions</u> in Unit 6 (PSO_7_0_P617_UM_6) available on the Veteran's Documentation Library (VDL).

5.6.1.1 RxChange Response – Processing Error (CXE)

RxChange Response – Processing Error (CXE) is an actionable status used for fillable RxChange Responses if a failure occurs. One scenario is when a patient's Outpatient Profile record is locked in OERR and a fillable RxChange Response is attempting to auto-discontinue an eRx record at the same time. Another scenario is when a RxChange Request is sent out for a prescription, and it is manually discontinued before a response is received. Then, a fillable RxRenewal Response is sent for the prescription.

When a fillable RxRenewal Response record is in CXE status, the user can still process that record similar to a NewRx record after manually canceling the original in the Holding Queue and in Outpatient Pharmacy (if a record exists).

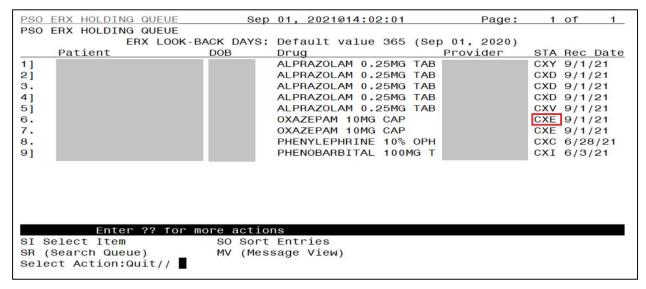


Figure 5.6-16: CXE Status in Holding Queue List View

The RxChange Response details displays the RxRenewal Response Message type.

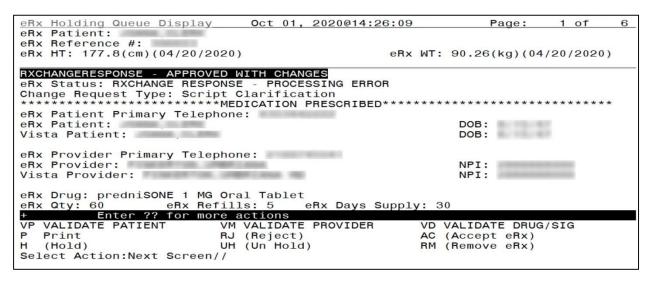


Figure 5.6-17: RxChange Response - Message Details Screen for CXE

When the user exercises one of the available actions, a warning is displayed that the corresponding HQ/OP record may not have been auto-canceled/auto-discontinued. The user is prompted to select Yes or No. Upon selecting Yes, the status of the record changes to CXI. Upon selecting No, the record remains in CXE status.

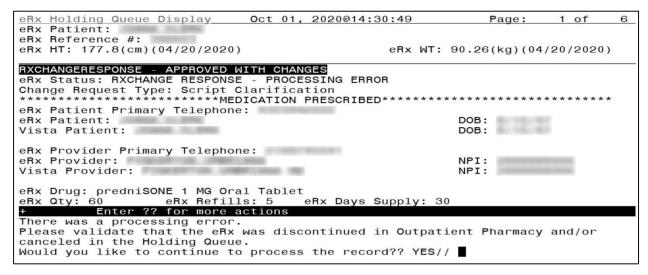


Figure 5.6-18: RxChange Response Processing Error Warning Text/Prompt

Once the status of the CXE record is changed to CXI, the user can exercise the record same way as a fillable change response record that was originally in CXN/CXY status. For information on how to process a fillable change response, refer to section <u>5.6.1 Fillable RxChange Response</u> Process.

NOTE: Additional CXE information are as follows:

CXE applies to fillable change response types only.

- 1. When a user selects an Active eR_X from OP that has an outstanding RxChange Request and locks it, and at the same time a fillable RxChange Response is received.
- 2. When a RxChange Request is sent out for a prescription, the original prescription is manually discontinued before receiving a response, following which a fillable RxChange Response is received.
- 3. When a RxChange Request is sent for a prescription expired within 120 days, the patient record is locked in OP during which, a fillable RxChange Response message is received.
- 4. When a RxChange Request is sent for a prescription expired within 120 days, the original is manually discontinued following which, a fillable RxChange Response message is received.
- 5. When a RxChange Request is sent for a prescription discontinued within 120 days and a fillable RxChange Response message is received.
- 6. When a user selects an Active eR_X in OP that has an outstanding RxChange Request and locks it, and at the same time a fillable RxChange Response is sent, the Prescription gets auto-discontinued and the corresponding Response is marked as CXN/CXY in the Holding

2.2.

- Queue. However, if the record is locked in Edit mode in OP, the response fails to autodiscontinue and is marked as CXE in the Holding Queue.
- 7. When a RxChange Request is sent out for a prescription, and it is renewed within VA, the prescription becomes a non-electronic prescription. If a fillable RxChange Response is then sent, the VA Order (non-eR_X) is not modified by the response. The response is marked as "CXE" in the Holding Queue.

5.6.2 Non-Fillable RxChange Response Process

5.6.2.1 Approved RxChange Response for P Request Type

For a P change request type, one of the response types is Approved, which is not a fillable prescription but an 'information only' kind of message.

When a RxChange Response – Approved for a P request type is received in the Holding Queue, it is displayed in the List View in "CXY" status (RxChange Response – Prior Auth - New).

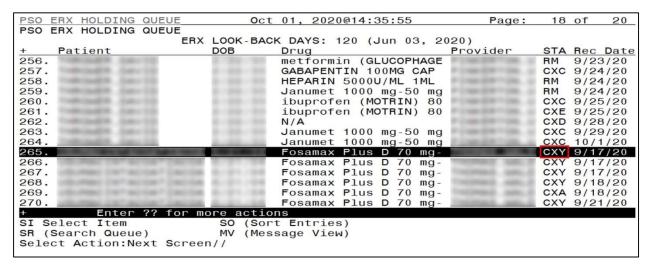


Figure 5.6-19: CXY Status in the Holding Queue List View

Select the record to view the RxChange Response details screen.

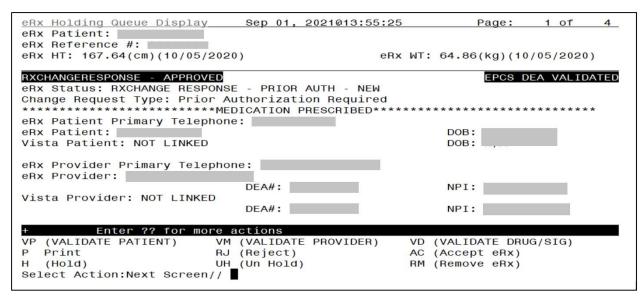


Figure 5.6-20: RxChange Response Details Screen – Approved for P Request Type

As the user continues to scroll, the RxChange Response Information section indicates the RxChange Response Message type is Approved.

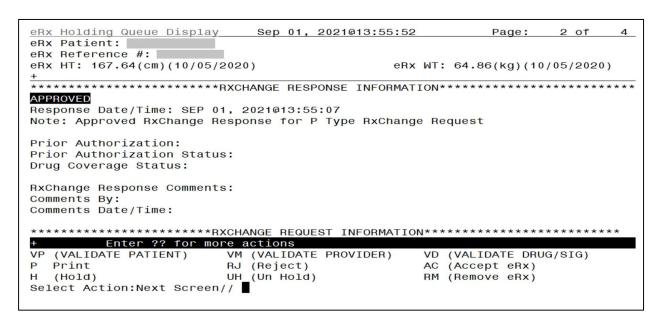


Figure 5.6-21: RxChange Response Information Section

There is no user intervention required on the Approved RxChange Response (for P Request Type), other than acknowledging. For more information on how to acknowledge a record in actionable status, refer to section <u>5.9 Acknowledge: Hidden Action for RxChange</u> Response/Inbound Error.

The <VP>, <VM>, <VD>, <Hold>, <UnHold>, <RJ>, <RM>, and <AC> actions are in parentheses (), therefore the user cannot select these actions for this message type.

5.6.2.2 Denied RxChange Response for all Request Types

Another RxChange Response message type is Denied. This indicates the change request is denied. This response applies to all request types.

When a RxChange Response – Denied type is received in the Holding Queue, it is displayed in the List View in "CXD" status (RxChange Response Denied).

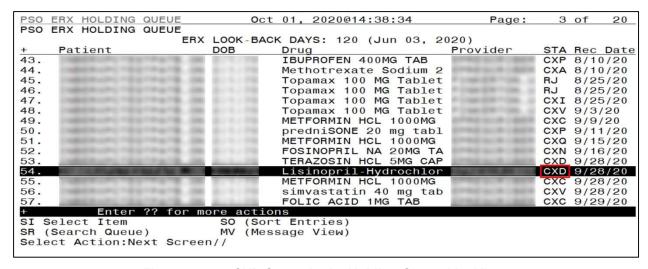


Figure 5.6-22: CXD Status in the Holding Queue List View

Select the record to view the RxChange Response details screen.

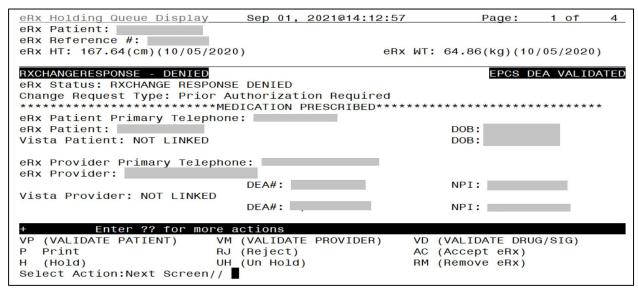


Figure 5.6-23: RxChange Response Details Screen - Denied

As the user continues to scroll, the RxChange Response Information section indicates the RxChange Response Message type is Denied.

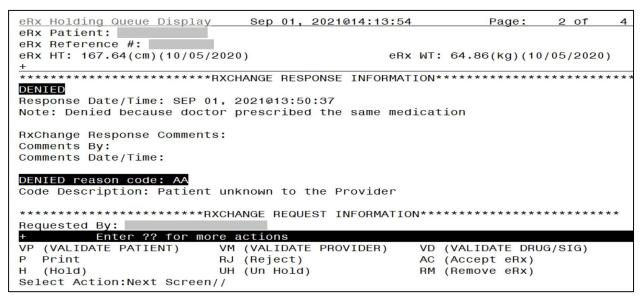


Figure 5.6-24: RxChange Response Information Section

There is no user intervention required on the Denied RxChange Response other than acknowledging. For more information on how to acknowledge a record in actionable status, refer to section 5.9 Acknowledge: Hidden Action for RxChange Response/Inbound Error.

The <**VP**>, <**VM**>, <**VD**>, <**Hold**>, <**UnHold**>, <**RJ**>, <**RM**>, and <**AC**> actions are in parentheses (), therefore the user cannot select these actions for this message type.

5.7 Inbound Error - CRE

Inbound ERROR message is the NCPDP 2017071 format for Inbound Error message received in VistA under certain situations, including the Prescriber's EHR system being unable to receive and process a certain transaction sent from the Pharmacy or a connection between the Transaction Hub and Change Healthcare is not working.

When a RxChange Request sent from VistA Outpatient Pharmacy results in an Inbound Error, it is retrieved and displayed in the Holding Queue's list view with the status CRE (RxChange Request Error). This is an actionable entry and requires the user to acknowledge it.

For more information about <**ACK**> Acknowledge, refer to section <u>5.9 Acknowledge: Hidden Action for RxChange Response/Inbound Error</u>.

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5.8 Add Comments: Hidden Action for RxChange Request/Response

There is a free-text Comment field in the Message Details view for RxChange Request and Response messages. This field allows users to enter additional comments on the RxChange Request and Response messages. To add a comment:

- 1. Type action $\langle AD \rangle$.
- 2. Type Request/Response comments.

```
eRx Patient:
eRx Reference #:
eRx HT: 177.8(cm)(04/09/2020)
                                        eRx WT: 90.26(kg)(04/09/2020)
eSig Text1.
Requested By:
Request Date/Time: MAY 26, 2020@13:11:59
RxChange Request Comments:
Comments By:
Comments Date/Time:
Request Reference #:
New eRx Reference #:
Response eRx Reference #:
Enter ?? for more actions
  (VALIDATE PATIENT)
                     VM (VALIDATE PROVIDER)
RJ (Reject)
                                            VD (VALIDATE DRUG/SIG)
 Print
                                            AC (Accept eRx)
                                           RM (Remove eRx)
  (Hold)
                     UH (Un Hold)
Select Action:Quit// AD
REQUEST/RESPONSE COMMENTS: // SCREEN CAPTURE on 09/22/2020
```

Figure 5.8-1: Add Comments

3. Select <Enter>.

```
Sep 22, 2020@15:14:41
eRx Holding Queue Display
                                                      Page:
eRx Patient:
eRx Reference #:
eRx HT: 177.8(cm)(04/09/2020)
                                          eRx WT: 90.26(kg)(04/09/2020)
eSig Text1.
        Requested By:
Request Date/Time: MAY 26, 2020@13:11:59
RxChange Request Comments: SCREEN CAPTURE on 09/22/2020
Comments By:
Comments Date/Time: SEP 22, 2020@15:14:41
Request Reference #:
New eRx Reference #:
Response eRx Reference #:
Enter ?? for more actions
                       VM (VALIDATE PROVIDER)
RJ (Reject)
                                                (VALIDATE DRUG/SIG)
VP (VALIDATE PATIENT)
P Print
                                              AC
                                                 (Accept eRx)
  (Hold)
                       UH (Un Hold)
                                              RM (Remove eRx)
Select Action:Quit//
```

Figure 5.8-2: RxChange Request Comments

The user who made the comment displays in the "Comments By" field and the date/time the comments were made display in the "Comments Date/Time" field. Users can replace the comments with updated comments. When comments are replaced, the last user who made comments displays in the "Comments By" field and the date/time the comments were updated display in the "Comments Date/Time" field. To update or replace comments:

- 4. Type action <**AD**>.
- 5. Replace with updated comments.

```
eRx Reference #:
eRx HT: 177.8(cm)(04/09/2020)
                                          eRx WT: 90.26(kg)(04/09/2020)
eSig Text1.
Requested By:
Request Date/Time: MAY 26, 2020@13:11:59
RxChange Request Comments: SCREEN CAPTURE on 09/22/2020
Comments Date/Time: SEP 22, 2020@15:14:41
Request Reference #:
New eRx Reference #:
Response eRx Reference #:
Enter ?? for more actions
  (VALIDATE PATIENT)
                       VM (VALIDATE PROVIDER)
                                              VD (VALIDATE DRUG/SIG)
                       RJ (Reject)
  Print
                                              AC (Accept eRx)
  (Hold)
                       UH (Un Hold)
                                              RM (Remove eRx)
Select Action:Quit//
                       AD
REQUEST/RESPONSE COMMENTS: SCREEN CAPTURE on 09/22/2020
Replace ... With SCREEN CAPTURE FOR USER MANUAL ON 09/22/2020
```

Figure 5.8-3: Replacing RxChange Request Comments

6. Select < Enter>.

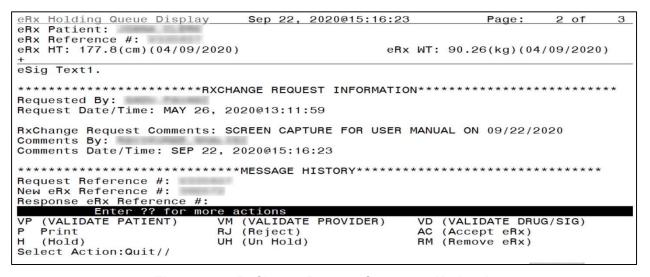


Figure 5.8-4: RxChange Request Comments Updated

5.9 Acknowledge: Hidden Action for RxChange Response/Inbound Error

Once the user completes reviewing an Approved for Prior Authorization Request or a Denied RxChange Response message in the Holding Queue's list view, the user can exercise <ACK> Acknowledge Hidden action to remove the message from the list view. The resulting acknowledged message can be retrieved using <MV> Message View or <SR> Search. Acknowledge is also enabled for the Inbound Errors with status CRE. When a RxChange Response – Denied type is received in the Holding Queue, it is displayed in the list view, and is in the actionable "CXD" status. When a RxChange Response – Approved type for Prior Authorization request is received in the Holding Queue, it is displayed in the list view, and is in the actionable "CXY" status.

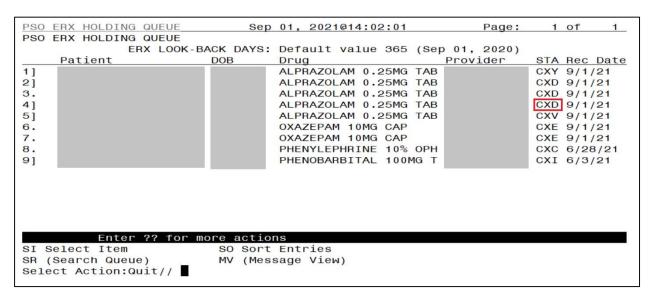


Figure 5.9-1: CXD Status in the Holding Queue List View

Select the record to view the RxChange Response details screen.

```
eRx Holding Queue Display
                              Sep 22, 2020@15:20:33
eRx Patient:
eRx Reference #:
eRx HT: 177.8(cm)(04/20/2020)
                                                 eRx WT: 90.26(kg)(04/20/2020)
RXCHANGERESPONSE - DENIED
eRx Patient Primary Telephone:
eRx Patient: JOANA,CLERK
Vista Patient: NOT LINKED
                                                          DOB:
                                                          DOB: N/A
eRx Provider Primary Telephone:
eRx Provider:
                                                          NPI:
Vista Provider: NOT LINKED
                                                          NPI: N/A
eRx Drug: metformin (GLUCOPHAGE-XR) 500 mg 24 hr tablet
eRx Qty: 90 eRx Refills: 3 eRx Days Supply: 90 + Enter ?? for more actions
                          VM (VALIDATE PROVIDER)
RJ (Reject)
   (VALIDATE PATIENT)
                                                        (VALIDATE DRUG/SIG)
                                                     VD
 Print
                                                     AC (Accept eRx)
RM (Remove eRx)
Select Action:Next Screen//
```

Figure 5.9-2: RxChange Response Denied Details Screen

The user may type <ACK> at the prompt to acknowledge the RxChange Response message.

Once the user selects **Yes** at the prompt, the status of the message is changed from "CXD" to "CXA" and the message is not displayed in the list view. It can be found using **<MV>** Message View or **<SR>** Search.

PSO ERX HOLDING		Page: 2 of 20
PSO ERX HOLDING		
particles on the co	ERX LOOK-BACK DAYS: 120 (May 2	
+ Patient	DOB Drug	Provider STA Rec Date
27.	2/1/79	CXA 8/4/20
28.	2/1/79	CXA 8/10/20
29.	8/15/47	CXA 7/24/20
30.	9/5/57	CXA 9/17/20
31.	8/17/35	CXA 5/27/20
32.	8/17/35	CXA 7/13/20
33.	8/17/35	CXA 8/4/20
34.	2/22/33	CXA 8/4/20
35.	2/22/33	CXA 8/6/20
36.	2/22/33	CXA 8/6/20
37.	2/22/33	CXA 9/15/20
38.	2/22/33	CXA 9/17/20
39.	6/26/60	CXA 7/31/20
40.	6/26/60	CXA 8/4/20
41.	1/16/76	CXA 8/10/20
	?? for more actions	CXA 6/10/20
SI Select Item	SO (Sort Entries)	
SR (Search Queue		
Select Action:Ne	ext Screen//	

Figure 5.9-3: CXA Status in the Holding Queue

Select the record to view the RxChange Response details screen, displaying the eR_X status of RxChange Response Acknowledged.

```
eRx Holding Queue Display
                             Sep 22, 2020@15:23:57
eRx Patient:
eRx Reference #:
eRx HT: 177.8(cm)(04/20/2020)
                                               eRx WT: 90.26(kg)(04/20/2020)
RXCHANGERESPONSE - DENIED
eRx Status: RXCHANGE RESPONSE ACKNOWLEDGED
eRx Patient Primary Telephone:
eRx Patient:
                                                        DOB:
Vista Patient: NOT LINKED
                                                        DOB: N/A
eRx Provider Primary Telephone:
eRx Provider:
                                                        NPI:
Vista Provider: NOT LINKED
                                                        NPI: N/A
eRx Drug: metformin (GLUCOPHAGE-XR) 500 mg 24 hr tablet
eRx Qty: 90 eRx Refills: 3
+ Enter ?? for more actions
                                   eRx Days Supply: 90
   (VALIDATE PATIENT)
                         VM (VALIDATE PROVIDER)
                                                      (VALIDATE DRUG/SIG)
                         RJ (Reject)
  Print
                                                   AC (Accept eRx)
RM (Remove eRx)
                         UH (Un Hold)
   (Hold)
Select Action: Next Screen//
```

Figure 5.9-4: RxChange Response Acknowledged Details Screen

NOTE: When the user acknowledges a RxChange Response with a status of "CXY", it changes to "CXA". The workflow is the same as "CXD" to "CXA".

When a RxChange Request results in an Inbound Error with the status "CRE", it is displayed in the list view as an actionable entry.

		HOLDING	QUEUE		Sep 22, 2020@1	5:26:25		Page:	1	of	8
PSO	ERX	HOLDING	QUEUE								
			ERX		-BACK DAYS: 120	(May 25,					
	Pat	ient		DOB	Drug		Provi	der	STA	Rec	Date
1.		0.00	100		N/A		N/A			8/21	
2.	1100	owner game	NOR.	817.7	N/A		N/A			9/9/	
3.			100		N/A		N/A		CRE	9/14	/20
4.		Over the	NOR.	9-94	N/A		N/A		CRE	9/15	/20
5.	1100		100	9-9-	N/A		N/A			9/16	
6.	1100	0.00 500	100	8151	N/A		N/A			9/21	
7.	1,100	DURING, AND	0.00		N/A		N/A			9/21	
8.			100.0		N/A		N/A		CRE	9/21	/20
9.	100	OWNER WHEN		N/A	N/A		N/A		E	8/20	/20
10.	1100		100	N/A	N/A		N/A		E	8/26	/20
11.	1100	DAME SHE	NOR.	N/A	N/A		N/A		E	8/26	/20
12.	1100	OWNER WHEN	108	N/A	N/A		N/A		E	8/26	/20
13.	1100	0.00	NOR.	N/A	N/A		N/A		E	8/26	/20
14.	2100	0.00	100	N/A	N/A		N/A		E	8/27	/20
15.	1.76	OLDER, ERS		N/A	N/A		N/A		E	8/27	/20
+			?? for mo	ore a	ctions						
SI S	Selec	t Item		SO	(Sort Entries)						
SR (Sear	ch Queue	e)	MV	(Message View)						
Sele	ect A	ction:Ne	ext Screen	1//	200						

Figure 5.9-5: CRE Status in the Holding Queue List View

Select the record to view the Inbound Error details screen, displaying an eR_X status of RxChange Request Error.

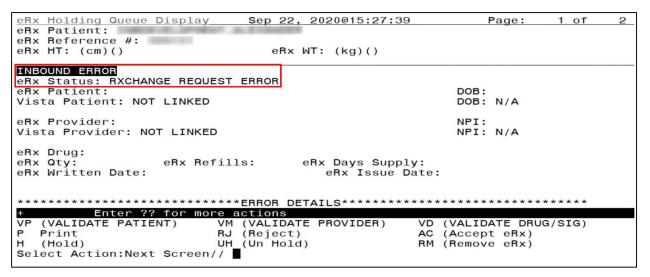


Figure 5.9-6: RxChange Request Error Details Screen

The user may type <**ACK**> Acknowledge at the prompt to acknowledge the RxChange Response message.

Once the user selects **Yes** at the prompt, the status of the message is changed from "CRE" to "ICA" and the message is not displayed in the list view. It can be found using **MV**> Message View or **SR**> Search.

		HOLDIN		QUEUE			Sep 22, 202	20015	5:29:3	38		Page:	5	of	8
PSO	ERX	HOLDIN	IG	QUEUE	100		DAOK DAVO	100	(111	0.5	00001				
					EHX		-BACK DAYS:	120	(мау	25,		:	0.7.4		n
+	Pat	tient				DOB	Drug				Prov:	lder		Rec	
69.						N/A	N/A				N/A		E	9/21	
70.				100		N/A	N/A				N/A		E	9/21	
71.			1000	100		N/A	N/A				N/A		E	9/21	/20
72.		E01000 1	200	100		N/A	N/A				N/A		E	9/21	/20
73.		enne s	-	100		N/A	N/A				N/A		E	9/21	/20
74.			-	1000			N/A				N/A		ICA	8/26	/20
75.			-	100			N/A				N/A			9/11	
76.				100		A	N/A				N/A			9/11	
77.				-			N/A				N/A			9/11	
78.				-			N/A				N/A			9/15	
79.							N/A				N/A			9/16	
80.			_			-	N/A				N/A			9/16	
81.							N/A				N/A			9/21	
82.							N/A				N/A			8/20	
83.	-	1000.2					N/A				N/A		IRA	9/9/	20
+				?? fo	or mo	ore a	actions								
SI S	Selec	ct Item	1			SO	(Sort Entri	es)							
SR (Sear	ch Que	ue)		MV	(Message Vie	ew)							
Sele	ect A	Action:	Ne	xt Sc	reer	1//									

Figure 5.9-7: ICA Status in the Holding Queue

Select the record to view the Inbound Error details screen, with an eR_X status of Inbound RxChange Request Error Acknowledged.

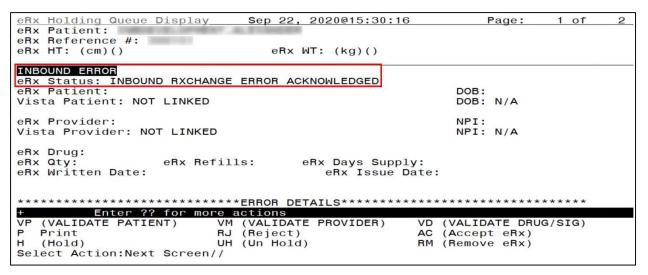


Figure 5.9-8: Inbound Error Details Screen - Inbound RxChange Request Error Acknowledged